

LES Position Description

AGENCY	Department of Foreign Affairs and Trade
POSITION NUMBER	SUV012
POSITION TITLE	Consular Officer
CLASSIFICATION	LE4
SECTION	Corporate and Consular Section
REPORTS TO (TITLE)	Second Secretary and Consul

About The Department of Foreign Affairs and Trade

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia's security, enhancing Australia's prosperity, delivering an effective and high-quality overseas aid program and helping Australian travellers and Australians overseas. The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia's pursuit of global, regional and bilateral interests.

About the position


Under general direction, the Consular Officer provides consular services to Australian citizens, including in the event of hospitalisation, arrest, death, welfare, whereabouts or crisis situations. This position also provides efficient and secure passport and notarial services and supports the Australian High Commission's response to crises.

This position may be required to provide emergency consular assistance outside of office hours and travel on an ad-hoc basis. This includes participating in an after-hours on-call duty roster.

Key responsibilities of the position include but are not limited to:

- Manage and undertake the provision of consular, passport and notarial services to Australian citizens in accordance with relevant Australian legislation and guidelines. This includes offering timely advice, reporting on cases, and drafting written correspondence.
- Under guidance, manage complex consular cases and provide practical assistance, including in cases of arrests/detentions, hospitalisations, medical evacuations, assaults, deaths, and whereabouts of Australian citizens as well as participate in consular visits to hospitals, morgues, detention centres, prisons, and other service providers.
- Supervise the Passports Officer and Receptionist, establish work priorities, monitor performance, provide regular feedback and identify learning opportunities.
- Manage passport services to Australian citizens including client interviews, processing applications, financial transactions, providing advice and managing casework.
- Develop and maintain effective working relationships with a range of key stakeholders, including local hospitals, police, lawyers, social services, airlines, government and non-government authorities.
- Contribute to the preparation of consular and passport related reporting including travel advisories, contingency plans for major events and post's Crisis Action Plan (CAP).
- Provide backup support to the Passports Officer and Receptionist with counter duties as required, including performing full reception duties during periods of leave.

Required Qualifications/Experience/Knowledge/Skills

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- Strong interpersonal and communication skills and the ability to respond effectively to and manage distressed people and/or situations with tact and compassion.
 - High-level ability to liaise, negotiate and consult with a wide range of internal and external stakeholders, including local authorities and service providers.
 - Demonstrated ability to interpret and implement policy and prepare high quality written reports and briefs
 - Ability to work flexibly, independently and in a diverse team environment.
 - Demonstrated ability to perform effectively under pressure, using initiative and good judgement to resolve problems.
 - Proficiency in Microsoft Office software applications.